

PUBLIC NOTICE

As required by the provisions of 35C.1, Code of Iowa, notice of recruitment for the following position is being given.

IT Support Specialist City of Newton, Iowa

Now Hiring: City of Newton IT Support Specialist

Are you a tech-savvy professional ready to take your IT career to the next level? The **City of Newton** is seeking an **IT Support Specialist** to join our team! You'll be a key player in supporting and securing critical systems that keep our city running—across departments, platforms, and technologies.

This is more than just a job—it's a chance to **grow your career in a city that values innovation, integrity, and community.**

Why Newton?

- **Excellent Benefits** – Free Health and dental insurance. Pay increases based on council approved step matrix
- **Generous Public Retirement Plan** – IPERS
- **Stable Schedule** – Full-time, non-exempt position
- **Supportive Team** – Work closely with dedicated professionals who care about what they do
- **Family-Friendly Community** – Safe, welcoming neighborhoods and highly rated schools
- **Small-Town Charm, Big-City Access** – Enjoy a peaceful lifestyle just 30 minutes from the Des Moines metro

Under the general direction of the Administrative Services Manager, provides IT support services across city departments including: resolving questions, inventory, and requests, which may include installing, maintaining and troubleshooting applications including general usage assistance. Assists in the development, implementation, installation and operation of all information management systems and equipment for the City.

Applications and resumes must be received by August 3, 2025

Apply at [newtongov.org](https://www.newtongov.org/226/Employment-Opportunities) under I Want To/Apply/City Employment

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Wage Range \$51,700-\$61,206

Job Description

Definition: Under the general direction of the Administrative Services Manager, provides IT support services across city departments including: resolving questions, inventory, and requests, which may include installing, maintaining and troubleshooting applications including general usage assistance. Assists in the development, implementation, installation and operation of all information management systems and equipment for the City.

Essential functions:

Technical Support

- Provide Tier 1 and Tier 2 timely, courteous and effective technical support to city employees (in-person, phone, remote);
- Installs new computer equipment to ensure proper installation of cables, operating systems and appropriate software;
- Performs preventative maintenance and updates in accordance with department policies;
- Discusses software applications with users to determine level of satisfaction and/or the need to modify software;
- Maintains inventory database of workstations and associated equipment; assists in research and purchase of hardware and software; Provides technical advice and assistance to users concerning data communication equipment and data transmission;
- Train users on basic computer usage and office applications software such as Microsoft Office;
- Maintain accurate records of incidents, service requests, and solutions;
- Research and evaluate new technologies;

System Maintenance

- Monitor local network performance and escalate connectivity issues;
- Oversee the security and integrity of the municipal network system including line of sight dishes;
- Assist in implementing IT security protocols, such as antivirus, firewalls, and backup schedules;
- Installs applications software on the network; maintains network documentation;
- Creates and maintains users, directory structures, security rights and printer configurations;
- Troubleshoots any hardware problems with desktop PC's, servers, switches, routers, printers, and miscellaneous electronic equipment; works with vendors and technicians to correct issues;

- **Oversee, configure, and troubleshoot the City's phone and VoIP systems;**
- **Oversee electronic e-mail system and server**
- **Design and manage full backup strategies with disaster recovery planning**
- **Assists with the maintenance and updates of the City Website;**
- **Maintains City cable access channel and televises all City Council meetings/workshops as required and sets up for rebroadcasting;**
- **Operate multiple remote controlled video cameras, monitors, switches, mixers, video recorders, microphones, audio mixers and program-scheduling controllers;**
- **All other duties as assigned**

working conditions: Agreeable working conditions. Job has no effect on personal comfort. Adjustments to "Normal Work Hours" may be necessary to meet work requirements.

required knowledge, skills and abilities: must possess advanced knowledge of the operation, configuration, and maintenance of personal computers, servers, and peripheral equipment in a networked environment. This includes in-depth experience with Microsoft Windows operating systems (both client and server), Active Directory, Group Policy, and user account management within a domain. The role requires a strong understanding of network architecture and protocols, including TCP/IP, DNS, DHCP, VPN, VLANs, and firewalls. The ideal candidate will have a demonstrated ability to troubleshoot and resolve complex hardware, software, and connectivity issues, develop and maintain system documentation, and apply cybersecurity principles and data protection best practices to ensure compliance and system security. Experience with specialized platforms such as Laserfiche, Symantec, Barracuda, CableCast, ImageTrend Elite, and Target Solutions is highly desirable, as is the ability to support AV systems and video streaming used for municipal meetings. Strong communication skills are essential, including the ability to explain technical issues in non-technical terms. The position also requires the ability to work independently, manage multiple priorities, and lead technical projects from planning through implementation.

human Relations: Requires contacts primarily with co-workers and peers and some public to provide information, enforce ordinances, explain, interpret and give advice.

Supervisory: No supervisory requirements.

CONFIDENTIALITY: Regularly required to work with data, processes, or confidential information where disclosure is a serious breach of trust. (Criminal information)

additional requirements: For those tasks where a personal or City vehicle is used, individual must be physically capable of operating the vehicle safely, possess a valid Iowa operator's license and have an acceptable driving record. **Good Moral Character:** can be trusted and is considered by those who know him/her to be a person of good reputation and good standing in the community. The character of a person is determined by past behavior. History shows good judgment, maturity, a sense of responsibility, and the respect of others. **Background Check:** Must be able to pass an in-depth background check process due to the need for higher security clearance.

acceptable experience and training: Graduation from high school, including or supplemented by computer and/or business courses. Four (4) years' work experience in the installation, maintenance and technical support of a network environment, computer software and hardware applications. Or any equivalent combination of experience and training which provides the required knowledge, skills and abilities will be considered.

Questions can be directed to Katrina Davis at (641) 791-0807 or katrinad@newtongov.org.

Posted 07/17/2025